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Director

## County of Los Angeles INTERNAL SERVICES DEPARTMENT

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*"To enrich lives through effective and caring service"*

September 29, 2011

To: Each Supervisor

From: Tom Tindall  
Director

*TAM Tindall*

Subject: **MUSIC CENTER GARAGE AUTOMATION PROJECT – CHANGE IN  
PROCESS FOR PARKING FEE WAIVERS AND GUEST PARKING**

ISD is working on final preparations to transform selected County parking facilities, beginning with the Music Center garage, from manual operations to an automated parking payment system. The benefits realized through automation will include:

- ✓ Enabling acceptance of credit/debit cards for on-site parking fee payments and validations.
- ✓ Enabling electronic payment methods, such as internet sales of daily, weekly and monthly parking.
- ✓ Enhancing access control of monthly parking permittees.
- ✓ Providing real time activity reporting and remote oversight.
- ✓ Reducing cash handling and increasing revenues.

Installation of the new automated parking system is near completion and is scheduled to be activated effective December 1, 2011.

### Overview - Change in Process for Collection of Parking Fees

This system activation will change the current practice of manual collection of parking fees by cashiers upon entry. Parking fees after system activation will be paid before exiting at one of the automated pay stations located on parking levels two and four within the garage. Patrons and authorized guests will receive a ticket from the entry lane ticket machine, and pay the parking fee at a pay station kiosk before exiting. This will be the protocol Monday through Friday from 6:00 a.m. to 4:30 p.m., except days when the Music Center schedules a matinee program.

Visitors identified on the authorized guest list will need to obtain a validation ticket to allow them free exiting of the facility. The validation tickets will be available at the parking operator's business office on premises.

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### Change in Process for Board Approved Fee Waivers and Reductions

Visitors parking under authority of Board-approved fee waivers, including fee reductions, will need to obtain preprinted validations to park at no charge. We recommend that a representative of the organization requesting the fee waiver be made responsible for validation ticket distribution.

Validation tickets for the waived fees will be provided in advance by the parking contractor to the event representative. Visitors will need the validation ticket, along with the entry ticket, to be allowed to exit at no charge. Visitors without a validation will be required to pay the maximum parking fee.

These protocols will need to be communicated to the requestor in advance. For illustrative purposes, attached is a comparison of the existing and proposed process changes.

### Summary

The new automated parking system will provide greater efficiency and convenience, as well as increased control over revenue.

If you have any questions regarding this process, please contact me at 323-267-2101. Staff may also contact Nick Chico of ISD Parking Services at 213-974-9505.

TT:JS:MN  
Attachment

c: ISD Board Deputies  
Executive Officer, Board of Supervisors  
Chief Executive Officer  
DCEO Operations Cluster



## **Board Fee Waiver/Reduction of Parking Fees Fact Sheet**

### **Current Manual Process for Fee Waivers/Reduction**

- A Board Office receives requests for waiver/reduction of fees for parking at the Music Center from County or outside agency/organization.
- After the Board approves this request, the Board's Executive Office notifies ISD Parking Services by sending an approved Board motion to waive/reduce fees. This notice includes the date of fee waiver/reduction, quantity of parking fees to be waived/reduced, total cost of fee waiver/reduction, and event contact person.
- ISD Parking Services sends notification of the Board-approved fee waiver/reduction, including a copy of the Board motion, to the parking contractor, Classic Parking.
- Patrons arrive at the Music Center requesting waiver/reduction of fees and identify the event.
- The parking contractor verifies the event name with associated fee waiver/reduction and gives patron a ticket to sign.
- Event guest enters garage to park free of charge
- The contractor retains signed ticket for later reconciliation and documentation for 18.22% contractual revenue share reimbursement by County.

### **Proposed Automated Process for Fee Waivers/Reductions and Guest Parking**

- A Board Office receives requests for waiver/reduction of fees for parking at the Music Center from County or outside agency/organization.
- The Board Office notifies the requestor that the requestor will be responsible for distributing validations to guests for whom parking fees will be waived or reduced. The requestor will provide contact information for the person that will handle the validation distribution.
- After the Board approval of this request and notice to ISD Parking Services (see above), the requestor will contact ISD Parking Services to acquire validations for fee waiver/reduction parking.

- The requestor will distribute validations to be used only on the day of the event (the validation will be programmed to restrict access other than for this event).
- The fee waiver patron uses the validation in tandem with same day parking ticket for free exiting of the garage. The fee reduction patron uses the validation in tandem with same day parking ticket at the pay station for a reduction of parking fees and to obtain an exit ticket.
- Persons authorized for free Board Guest parking will pull a ticket at the entry lane, park, obtain a validation, and use the validated ticket to exit free of charge.

**Contact information:**

**For County parking facility parking rates, address, Auto Park ID number, space availability etc.:**

ISD Parking Services Business Office phone – (213) 974-9505

ISD Parking Services Manager phone – (213) 974-9403

**To obtain parking validations for Board approved fee waiver/reduction:**

Classic Parking County business office phone – (213) 689-4484

Classic Parking Contract Manager phone – (213) 494-6886